

VENDOR AGREEMENT
COMPREHENSIVE ENERGY ASSISTANCE PROGRAM
(CEAP)

(Vendor Name)

(Vendor Mailing Address)

(Name of Agency)

The Agency named above is a subgrantee of the Texas Department of Housing and Community Affairs and as such is authorized and funded to provide billing assistance service for income-eligible families and individuals. The Vendor named above is a certified retail electric provider that is authorized to receive payments from Agency on behalf of a customer who is income-eligible under the CEAP guidelines (Certified Customer).

Vendor will, with reference to a Certified Customer:

- extend the prospective Certified Customer's service for a maximum of five (5) business days during the Agency's process for determining the eligibility of a prospective Certified Customer;
- accept pledges of payment by the Agency as final payment on behalf of Certified Customer and allow the agency forty-five (45) days to pay vendor. Vendor agrees to continue to provide Certified Customer services during this period;
- upon verbal or written request from Agency, provide Agency, at no cost, with Certified Customer's previous twelve (12) month billing history by the end of the next business day;
- transmit billing history via electronic mail or facsimile;
- not discriminate against Certified Customer in price or services, including the availability of deferred payment plans, level or average payment plans, discount, budget, advance payment, or other credit plans;
- agree to work with Agency and Certified Customer to offer flexible and affordable payment arrangements, including waiver of security deposits, reconnect fees, application fees, and all other fees when permissible and whenever possible; and
- provide uninterrupted service to Certified Customer who is complying with the terms of the Vendor's service agreement.

This agreement shall be in effect between the Vendor and Agency for the following counties:

List DBA's or other names under which Vendor operates:

This agreement shall be effective from January 1, 2002 through January 31, 2003 unless terminated by either party by letter of notification.

Authorized Signature

Date Agreement Signed

Typed Name of Authorized Signature

Title of Authorized Signature

(Area Code) Telephone Number